

February 16, 2007

To Whom It May Concern:

I am writing for consideration to become a member of the National Emergency Medical Services Advisory Council and represent *Local EMS service director/administrators*. I have been involved in EMS for 18 years. I have worked in a variety of positions starting as an EMT-Basic for a hospital-based ambulance service and a rural fire department based quick response unit in South Dakota. I later became a Paramedic and moved to Boise, Idaho to work for Ada County Paramedics (ACP), a third service, countywide mid-metropolitan EMS service. I have served EMS in many capacities including Paramedic, Field Supervisor, technical rescue commander, Emergency Medical Dispatch QA Coordinator, and management. I am currently the Director for Ada County Paramedics and am tasked with all aspects of EMS service within Ada County. Ada County currently employs 112 persons, covers 1055 square miles with 363,000 residents with rural to urban population densities. ACP responded to over 20,000 911 calls last fiscal year. ACP has a budget of \$11.67 million this fiscal year.

As I have progressed through my EMS career, I have had many opportunities to coordinate and participate in projects including but not limited to: EMS system design; strategic planning; emergency preparedness plans, operations, and coalitions; developing education programs; public relations; PIO; local, state, and federal rules and regulations; testifying before state legislatures and local government; annual response reports; financial reports; budgeting; financial forecasting; salary surveys; writing and implementing contracts; writing and implementing ordinances and license conditions; facilitating community task forces regarding EMS issues, and bond elections.

I believe education is a necessary element of all professions. I began my EMS career while obtaining a Bachelor of Science degree in Biology with a minor in Chemistry. As my career moved toward management, I pursued and completed a Master in Business Administration. This education combined with my experience has served my community well to help critically evaluate all that we do and how to move EMS forward. I also have a green belt certification in Six Sigma.

I am currently a certified NREMT-P, an adjunct instructor for Idaho State University's Institute of Emergency Management, the EMS member on the Idaho Emergency Communications Commission, and a member of the National EMS Management Association.

I firmly believe in benefits of EMS and the need for EMS Systems. Regardless of the model, a system is necessary to optimize both effectiveness and efficiency. As our profession moves forward, one must critically evaluate where EMS has been and where it needs to go to optimize service to all potential EMS patients. I affirm that I would participate in good faith for the betterment of EMS and the patients it serves.

Respectfully,

Troy M. Hagen, MBA, NREMT-P  
Ada County Paramedics  
PO Box 140209  
Boise, ID 83714  
[thagen@adaweb.net](mailto:thagen@adaweb.net)  
(208) 287-2962